

Dear FCC,Regarding Maintenance and Technical Support, there could be some confusion in interpreting the scope of On-site technical support. In practice, repair and upkeep of eligible hardware, wire and cable maintenance, basic technical support and configuration changes require on-site visits. Additionally, installation of software patches and hardware driver updates on servers in particular also require on-site visits. According to the tech industry, these are tasks that should be done on a regular basis. If there are specific reasons why on-site technical support should be ineligible, then only on-site tech support for those specific reasons should be ineligible.

Additionally, it is unclear which 'Functional Categories' of Internal Connections will count towards the 'Two-in-Five' rule. This is the rule, which supposedly takes effect starting with the 2005-2006 funding year, that will limit how often applicants can apply for Internal Connections. Maintenance and Technical Support, and Extended Warranties are two specific items that should be exempt from the 'Two-in-Five' rule.

Sincerely,
Emerson Tripoli
E-Rate/Technology Consultant
Alta Networks
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Content-Type: text/html; charset="us-ascii"

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<!doctype html public "-//W3C//DTD W3 HTML//EN">
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blockquote, dl, ul, ol, li { padding-top: 0 ; padding-bottom: 0 }
--></style><title>CC Docket No. 02-6</title></head><body>
<div>ECFS - E-mail Filing<br>
<div>PROCEEDING<div>02-6<br>
<div>DATE<div>08/23/2004<br>
<div>NAME<div>Emerson Tripoli<br>
<div>ADDRESS1<div>4122 East Feemster<br>
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<div>CITY<div>Visalia<br>
<div>STATE<div>CA<br>
<div>ZIP<div>93292<br>
<div>LAW-FIRM<div><br>
<div>ATTORNEY<div><br>
<div>FILE-NUMBER<div><br>
<div>DOCUMENT-TYPE<div>CO<br>
<div>PHONE-NUMBER<div>559-280-0002<br>
<div>DESCRIPTION<div>Eligible Services List Comment<br>
<div>CONTACT-EMAIL<div>etripoli@altanetworks.com<br>
<div>TEXT<div>Dear FCC,</div>
<div>Regarding Maintenance and Technical Support, there could be some
confusion in interpreting the scope of On-site technical support.&nbsp;
In practice,<font color="#000000"> repair and upkeep of eligible
hardware, wire and cable maintenance, basic technical support and
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Additionally, installation of software patches and hardware driver updates on
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basis.&nbsp;
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<div>Sincerely,</div>

<div>Emerson Tripoli</div>

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<div>Alta Networks</div>

</body>

</html>

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